



NON-REVENUE COMMENT FORM – PAGE 1 EMPLOYEE PASS TRAVEL PROGRAM

Hawaiian Airlines is pleased to offer non-revenue and reduced rate travel to you and your family. We simply ask you to return the courtesy by respecting the needs of our customers. Your pass privileges can be suspended or terminated or your employment can be terminated for failure to comply with Hawaiian Airlines policies and procedures or for misuse or misconduct.

Our customers' perceptions of Hawaiian Airlines are based, in part, on their impressions of our employees. No matter how small, an incident of misconduct or abuse of pass travel privileges by an employee, eligible dependents, guests or family member, impacts employees, customers and our operations. Flaunting pass travel privileges in front of a customer or putting a fellow employee on the spot creates ill-will and reflects on the professionalism of all our employees. The net results are added tension in the workplace and dissatisfied customers, who may be driven away or who may dissuade others from flying Hawaiian Airlines.

Each employee should realize that pass travel is a privilege based on seat availability. For our pass travel program to remain successful, it is vital that you:

- > Observe the highest standards of courtesy, conduct and consideration toward everyone with whom you come in contact.
- > Respect employees on duty by cooperating and complying with the rules and intent of the pass travel program.
- > Are responsible to ensure those to whom you provide passes, FTPs, etc., fully understand the rules of conduct and dress code policy before traveling.

Being prepared for potential inconveniences and staying flexible will help avoid problems. Employees on duty will assist when they can. Please remember that their attention must be focused on our revenue customers. You may refer to The Travel Guide, available at Human Resources, for a full explanation of your benefits and responsibilities.

Your feedback is valuable to us. If you have any compliments, suggestions, comments and/or complaints regarding your travel, please complete this form. Send a copy of this form to Pass Bureau at 3375 Koapaka Street Suite H460, Hon, HI 96819, or you may co-mail attention: PASS BUREAU.

SECTION 1: COMPLETED BY EMPLOYEE			
Your Name:			
Department Name & Location #:			
Telephone Contact/Email Address:			
Your Employee Number/Date of Hire:			
Do you want a response letter from the department manager?	□ Yes □ No		
Date of Travel:	Flight #:		
COMPLIANENTS (CHOOSETLONG (COMMENTS (COMPLIA	INTO		
COMPLIMENTS/SUGGESTIONS/COMMENTS/COMPLAINTS			
Did you bring this to the attention of Station Management?	☐ Yes ☐ No		
If yes, what action was taken by the Station?			
SECTION 2: COMPLETED BY DEPARTMENT HEAD/MANAGER			
To:			
Name of department head/manager			
Department head/manager response to employee named in SECTION 1:			

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<u>Manager Check List</u> Employee Feedback: Compliments and Incidents

Ma	anager's Name: D	ept.	& Location:			
	ite Pass Bureau Sent You the Form:	'				
	Date You Received the Form from Pass Bureau:					
situa Depa Man	If desired, sartment/Station agement; Resolution eved THE PI If desired, Employee completes Form		To Requestor Employee (copy of page 1 only) To Pass Bureau (copy of page 1 and Manager Checklist)			
the	e completed form to Pass Bureau. If the employee	requ page	from the date you received this form, then return lests a response letter, <u>please be sure to complete 1</u>); then send: (1) a <u>copy of page 1 only</u> to the 1 to Pass Bureau.			
Cr	neck Type of Compliment:	Cr	neck Type of Incident:			
<u> </u>	Friendliness/courtesy	<u> </u>	FTP			
	Special assistance		Dress code			
	Responsiveness		Other airline			
	Safety		Boarding discrepancy			
	Other (please explain)		Other (please explain)			
Ac	tions Taken:	Ac	etions Taken:			
_	Recognized/thanked employee		Discussed incident with employee and requested a			
	Nominated employee for Ho`okoana		write-up (attached to this form)			
	Other (please explain)	<u> </u>	Counseled employee Disciplined employee			

Additional Comments: